
From: Nisha [dawson65@gmail.com]
Sent: Sunday, February 22, 2009 10:33 AM
To: Williams, Catrice (DTC)
Subject: Comment on Phone Service in Shutesbury (Western Mass) DTC

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Dear Catrice Williams,

I just ran across an article about your DTC study in The Greenfield Recorder, a paper that most of us in the Shutesbury area don't read, as it isn't our local paper. The article states that you are investigating complaints about phone service in our area. Where we live at 542 West Pelham Rd in Shutesbury, there is often loud buzzing sounds on our lines. This tends to happen more when it rains. We also have a standing joke with the neighbors who live across the street that only one of us can have good service because multiple times when a Verizon truck comes to fix one of our lines, the other person's line will then start having problems. My understanding is that our phone service runs up the hill from Amherst and through Pelham through very old lines. Recently Verizon did a box upgrade that was quite close to our house on Baker Rd and we were sort of promised better phone service by the town but then it turns out that our lines don't run *down* from the new box but rather *up the hill* from Pelham and that we wouldn't be included:(

I really appreciate that your office has opened up an investigation inviting comment, although I am concerned that most of my neighbors are unaware of this comment request. I only stumbled upon it by accident and I'm not quite sure how the rest of the Shutesbury area would know that there was a study going on. So please take into account that there are going to be lots of people here with lousy phone service that did not have a chance to send in comment.

Thanks so much for taking this on,

Nisha Dawson
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